

## **ADMINISTRATIVE SECRETARY SUPERVISOR**

### KIND OF WORK:

Supervisory work assigning, and directing the office support staff as well as providing office services for a manager, management team and statewide management groups.

### NATURE AND PURPOSE:

An employee in this class has supervisory responsibility for the coordination of general office support service functions within an agency. Supervisory responsibility includes: assigning and controlling the flow of work, changing and/or modifying clerical or office procedures, training employees, effectively recommending hiring and disciplinary actions and conducting performance evaluations. Direction received from administrative superiors is of a non-technical nature. Work is generally performed under the supervision of an employee in a managerial classification. An employee in this class also provides administrative support to members of management staff. Performs other duties as required.

### DISTINGUISHING CHARACTERISTICS:

The Administrative Secretary Supervisor differs from the Executive Aide in that the Executive Aide serves under general direction and provides administrative services which directly supports a Commissioner's Office staff. The Administrative Secretary Supervisor provides office support to managers; however, this support does not extend to Commissioner Office staff.

The Administrative Secretary Supervisor differs from the Executive Assistant in that the Executive Assistant performs administrative work which supports the Commissioner's Office in conjunction with other government agencies, legislative branches and the public regarding program execution. The Administrative Secretary Supervisor does not work with the Legislature, individual legislators, and/or legislative committees.

The Administrative Secretary Supervisor differs from the Office Services Supervisor 1 in that the Office Services Supervisor 1 is responsible for an area of a department's operation where their work frequently requires interpretation of law and regulation and involves serious consequence of error such as loss of revenue, serious delay, or disruption of operations. The Administrative Secretary Supervisor supervises incumbents while simultaneously serving as an executive administrative assistant to a manager/director or management team.

### OPTIONS:

No options associated with this classification.

EXAMPLES OF WORK: (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Supervise staff so that effective and efficient office service operations are provided to the agency.

Maintain routine procedures and information flow on a day-to-day basis; and to identify the non-routine occurrences which require the immediate attention of a manager/director.

Ensure all correspondence for the manager/director meets acceptable office format.

Compose important or complex reports from known or based on information analysis by writing memos or requesting information or doing the analysis necessary to gather the information for these reports.

Arrange for support services when necessary for maintenance of equipment, office supplies, and information distribution.

Develops, implements and maintains office procedures and workload tracking systems to resolve existing problems or to respond to new systems or policies.

Design and maintain a system of files that ensures immediate and reliable access to information needed by the manager/director grouped according to subjects within the office or chronologically according to date.

Prepares and maintains budget, payroll, procurement, human resource and other record systems to ensure accuracy of data and conformance with statutes and policies.

Act as a liaison between managers, directors, internal and external customers to ensure communications flow efficiently and effectively.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

Knowledge of:

Business and office management practices and procedures to draft, write and edit accurate memos, letters, reports and correspondence, compile data, file and record retention schedules.

Electronic data management systems sufficient to operate and train other staff members of its importance and use.

Leadership principles and organizational behaviors sufficient to lead office and clerical staff as a supervisor.

Skill in:

Oral communications sufficient to professionally interact with managers/directors to explain budgetary guidelines and the establishment of office electronic file systems.

Analyzing processes and continually making adjustments to remove non-value added activities to enhance office process efficiencies.

English, both word and oral, spelling, typing, transcription techniques, and telephone procedures and etiquette.

Teamwork building sufficient to work collaboratively with others and work as a contributing member of the team.

Ability to:

Organize and set priorities for widely varying tasks, to work under pressure on occasion, to meet deadline set by the manager/director they are supporting.

Establish a positive work environment by having an appreciation and awareness of cultural diversity and of commitment to the Affirmative Action Programs of the State of Minnesota.

Maintain and purge office services records as specified in agency record retention schedules.

Apply sound judgment in addressing department-wide automated and manual document processing systems and general service issues.

Inspect completed work to ensure conformance to specifications, standards, and office procedures.

Work with frequent interruptions by phone, the manager/director, internal or external customers and still be able to complete the work assigned to the incumbent.

Est.: 1/82

T.C.:

Rev.: 9/18

Former Title(s):